

1 Amendments to the Claims:

2 Please cancel claim 4, and amend claims 1, 5, 9-11, and 15-17 as indicated
3 below in the detailed listing of the claims:

4 Claim 1 (currently amended). A method of communicating information between a
5 first individual and a second individual, comprising:

6 receiving a first signal in voice format from the first individual;
7 automatically converting the first signal ~~directly from voice format~~ into text
8 format and visually displaying, substantially in real time, the first signal as first
9 portions of text in response to receiving the first signal;

10 receiving a second signal in voice format from the second individual;
11 automatically converting the second signal ~~directly from voice format~~ into text
12 format and visually displaying, substantially in real time, the second signal as second
13 portions of text in response to receiving the second signal.

14 Claim 2 (original). The method of claim 1, and wherein the second signal is remotely
15 received from the second individual via a telecommunications network.

16 Claim 3 (original). The method of claim 1, and further comprising distinguishing the
17 first signal from the second signal.

18 Claim 4 (canceled).

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20 Claim 5 (currently amended). The method of claim ~~[[4]]~~1, and further comprising:

21 assigning a first label to the first signal; and,
22 assigning a second label to the second signal.

23 Claim 6 (original). The method of claim 5, and further comprising:

24 visually displaying the first label with the first portions of text; and,
25 visually displaying the second label with the second portions of text.

1 Claim 7 (original). The method of claim 1, and further comprising:
2 storing the first signal in text format; and,
3 storing the second signal in text format.

4 Claim 8 (original). The method of claim 7, and wherein the text format of the
5 converted first and second signals comprises electronic signals representative of the
6 text format, the method further comprising providing a readable memory device, and
7 storing thereon at least a portion of the electronic signal representing the text format.

8 Claim 9 (currently amended). The method of claim ~~[[4]]~~1, and wherein:
9 the first portions of text are visually displayed in a first color; and,
10 the second portions of text are visually displayed in a second color.

11 Claim 10 (currently amended). The method of claim ~~[[4]]~~1, and wherein:
12 the first portions of text are visually displayed in a first typographical font; and,
13 the second portions of text are visually displayed in a second
14 typographical font.

1 Claim 11 (currently amended). A communications apparatus, comprising:
2 a controller configured to receive a first signal in voice format and also
3 configured to receive a second signal in voice format;
4 a visual display device in signal communication with the controller; and,
5 a program comprising a series of computer-executable steps which can be
6 executed by the controller to:
7 automatically convert the first signal directly from voice format into text
8 format in response to receiving the first signal and to automatically convert the
9 second signal from voice format into text format in response to receiving the
10 second signal; and,
11 cause the visual display device to display, in substantially real time, the
12 first signal and the second signal in text format in response to converting the
13 first and second signals into text format.
14 ~~a visual display device in signal communication with the controller and~~
15 ~~configured to visually display the first signal as text and to visually display the second~~
16 ~~signal as text.~~

17 Claim 12 (original). The apparatus of claim 11, and further comprising a receiver
18 configured to detect the first signal and the second signal and further configured to
19 enable the program to distinguish between the first signal and the second signal.

20 Claim 13 (original). The apparatus of claim 12, and wherein the receiver comprises
21 a first portion configured to detect the first signal and a second portion configured to
22 detect the second signal.

23 Claim 14 (original). The apparatus of claim 11, and wherein the apparatus is
24 configured to be used in a customer support environment to facilitate the
25 communication of customer support data via a telecommunication network and
between the first individual, who is a support technician, and the second individual,
who is a customer.

1 Claim 15 (currently amended). A computer-readable storage medium for use in a
2 computer system having a controller configured to execute computer-executable
3 instructions, the medium holding computer-executable instructions to:

4 read a first voice signal in voice format;

5 automatically convert the first signal from voice format into text format in
6 response to reading the first signal;

7 visually display, in substantially real time, the first signal in text format in
8 response to converting the first signal;

9 read a second signal in voice format in response to reading the first signal;
10 and,

11 automatically convert the second signal from voice format into text format;

12 visually display, in substantially real time, the second signal in text format in
13 response to converting the first signal.

14 Claim 16 (currently amended). The computer-readable storage medium of claim
15 ~~[[14]]~~15, and further holding computer-executable instructions to distinguish the first
16 signal from the second signal.

17 Claim 17 (currently amended). A customer support system apparatus, comprising:

18 a telecommunications network;

19 at least two telephone devices allowing a support technician to transmit at
20 least one first signal in voice format, and allowing a customer to transmit at least one
21 second signal in voice format via the telecommunications network;

22 a receiver configured to detect the first and second signals;

23 a controller configured to automatically convert the first and second signals
24 from voice format into text format and to generate, in substantially real time, human-
25 readable text substantially representative of the first and second signals; and,

a visual display device configured to visually display, in substantially real time,
the human-readable text to the support technician.

1 Claim 18 (original). The apparatus of claim 17, and wherein:

2 the human-readable text comprises a first portion which is generated from the
3 first signals, and a second portion which is generated from the second signals; and,
4 the controller is further configured to differentiate between the first signals and
5 the second signals, and to generate distinguishing characteristics of the respective
6 first and second portions of the human-readable text to correspondingly identify such
with the respective support technician and the customer.

7
8 Claim 19 (original). The apparatus of claim 17, and wherein the controller converts
9 the first and second signals into human-readable text by employing speech
recognition technology.

10
11 Claim 20 (original). The apparatus of claim 17, and further comprising a computer
12 readable memory device, and further wherein the first and second signals are
13 automatically converted by the controller into digital electronic signals, and further
14 wherein the controller is configured to store the first and second signals in text format
on the computer readable memory device.

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16 -- End of Amendments --
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